

Text2Them

Voice vs Text Comparison

Adding a text option to current voice phone systems

Voice Phone System

Call (000) 000-0000

Separate phone number for each dept



Call
000 000-
0000

Voice Reply:

Recorded information with
option to chat with live
person enter 000

Two-way Voice Chat

Voice Reply:

Hi how can I
help you?

Text Phone System

Text 'Keyword' to 000000

Separate keyword for each dept



Text
Keyword to
000000

*Each incoming cell number
stored for future use to send
information or promotions*

Text Reply:

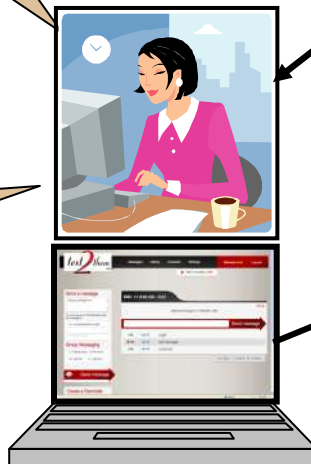
Text Reply with information
and option to chat with live
person enter 000

Two-way Text Chat

Text Reply:

Hi how can I
help you?

*Conversations stored
for later recall*



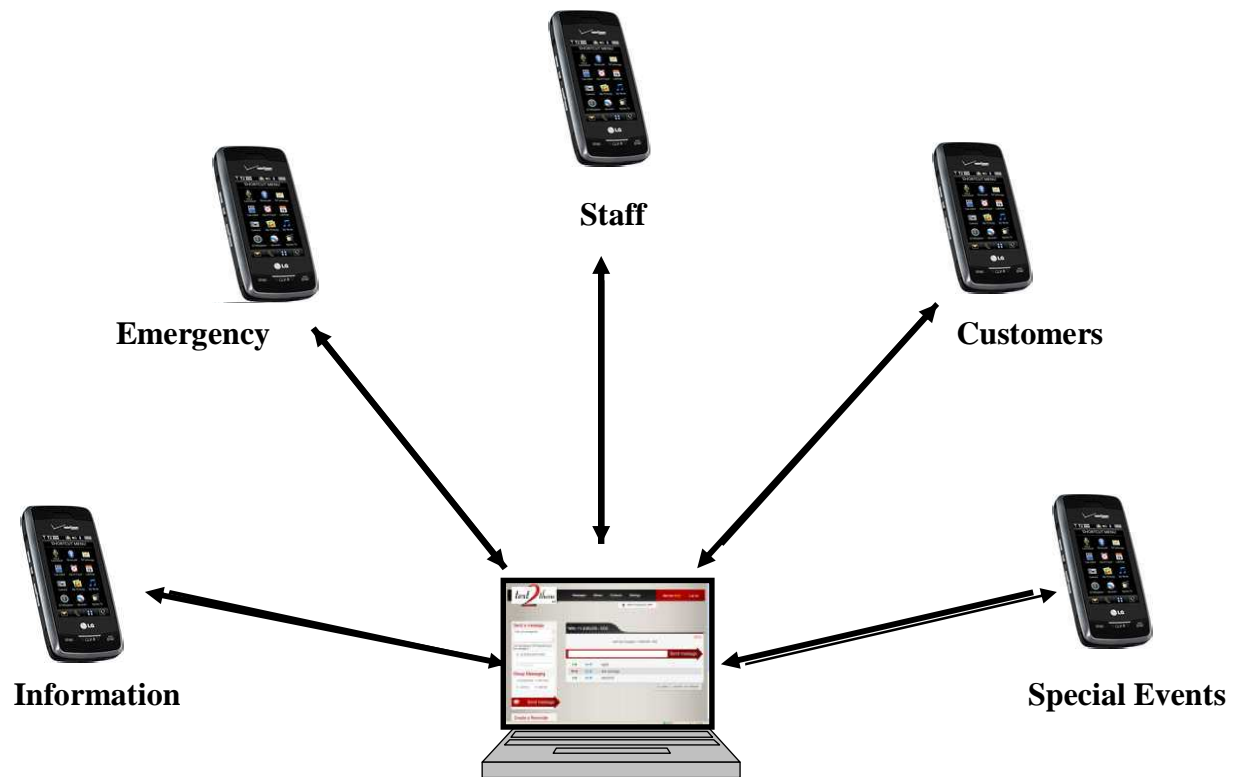
The table below depicts the average estimated cost of customer service channels.

SYSTEM	COST	SYSTEM	COST
Web Chat	\$7.50	Phone Self-Service	\$1.85
Phone Call w/ Live Agent	\$4.50	Web Self-Service	\$0.65
Email	\$2.50	SMS (Text Messaging)	\$0.10

Study by Gartner/Avaya

8101 Sandy Spring Road #230
Laurel, Maryland 20707
Call 301-490-0602 or Text 240-620-5232

Broadcast to Groups Or Individuals



Employees

- Reach employees instantly with important information
- Emergency Notifications due to weather or other events
- Appointment notifications and reminders

Customers/Clients

- Create a powerful cell phone databases
- Reach thousands with a simple click
- Send targeted message by group or geographical area